

SO. CAL. EQUAL ACCESS GROUP  
Jason J. Kim (SBN 190246)  
Jason Yoon (SBN 306137)  
Kevin Hong (SBN 299040)  
101 S. Western Ave., Second Floor  
Los Angeles, CA 90004  
Telephone: (213) 252-8008  
Facsimile: (213) 252-8009  
scalequalaccess@yahoo.com

Attorneys for Plaintiff  
JEREMY HOLLAND

**UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF CALIFORNIA**

JEREMY HOLLAND,  
Plaintiff,

vs.

JILAND PROPERTY MANAGEMENT,  
LLC; and DOES 1 to 10,  
Defendants.

**Case No.:**

COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR DENIAL  
OF CIVIL RIGHTS OF A DISABLED  
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES  
ACT, 42 U.S.C. §12131 et seq.;

2. CALIFORNIA'S UNRUH CIVIL  
RIGHTS ACT;

3. CALIFORNIA'S DISABLED  
PERSONS ACT;

4. CALIFORNIA HEALTH & SAFETY  
CODE;

5. NEGLIGENCE

Plaintiff JEREMY HOLLAND ("Plaintiff") complains of Defendants JILAND  
PROPERTY MANAGEMENT, LLC; and DOES 1 to 10 ("Defendants") and alleges as  
follows:

**PARTIES**

1. Plaintiff is a California resident with a physical disability. Plaintiff is  
diagnosed with complete paraplegia due to spinal cord injury and is substantially limited

1 in his ability to walk. Plaintiff requires the use of a wheelchair at all times when traveling  
2 in public.

3 2. Defendants are, or were at the time of the incident, the real property owners,  
4 business operators, lessors and/or lessees of the real property for a restaurant  
5 (“Business”) located at or about 13310 Ramona Blvd., Baldwin Park, California.

6 3. The true names and capacities, whether individual, corporate, associate or  
7 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,  
8 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of  
9 Court to amend this Complaint when the true names and capacities have been  
10 ascertained. Plaintiff is informed and believes and, based thereon, alleges that each such  
11 fictitiously named Defendants are responsible in some manner, and therefore, liable to  
12 Plaintiff for the acts herein alleged.

13 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant  
14 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
15 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
16 the things alleged herein was acting with the knowledge and consent of the other  
17 Defendants and within the course and scope of such agency or employment relationship.

18 5. Whenever and wherever reference is made in this Complaint to any act or  
19 failure to act by a defendant or Defendants, such allegations and references shall also be  
20 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
21 and severally.

## 22 **JURISDICTION AND VENUE**

23 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
24 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
25 *seq.*).

26 7. Pursuant to pendant jurisdiction, attendant and related causes of action,  
27 arising from the same nucleus of operating facts, are also brought under California law,  
28

1 including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1,  
2 54, 54., 54.3 and 55.

3 8. Plaintiff's claims are authorized by 28 USC §§ 2201 and 2202.

4 9. Venue is proper in this court pursuant to 28 USC §1391(b). The real  
5 property which is the subject of this action is located in this district, Los Angeles County,  
6 California, and that all actions complained of herein take place in this district.

7 **FACTUAL ALLEGATIONS**

8 10. In or about March of 2023, Plaintiff went to the Business.

9 11. The Business is a restaurant business establishment, open to the public, and  
10 is a place of public accommodation that affects commerce through its operation.  
11 Defendants provide parking spaces for customers.

12 12. While attempting to enter the Business during each visit, Plaintiff personally  
13 encountered a number of barriers that interfered with his ability to use and enjoy the  
14 goods, services, privileges, and accommodations offered at the Business.

15 13. To the extent of Plaintiff's personal knowledge, the barriers at the Business  
16 included, but were not limited to, the following:

- 17 a. Defendants failed to comply with the federal and state standards for  
18 the parking space designated for persons with disabilities. Defendants  
19 failed to provide the parking space identification sign with the  
20 International Symbol of Accessibility.
- 21 b. Defendants failed to comply with the federal and state standards for  
22 the parking space designated for persons with disabilities. Defendants  
23 failed to post required signage such as "Van Accessible," "Minimum  
24 Fine \$250" and "Unauthorized Parking."
- 25 c. Defendants failed to comply with the federal and state standards for  
26 the parking space designated for persons with disabilities. Defendants  
27 failed to provide proper van accessible space designated for the  
28 persons with disabilities as there were no "NO PARKING" markings

1 on the surface of the access aisle. Additionally, there is a ramp on a  
2 portion of the access aisle which exceeds the maximum 1:50 allowed  
3 cross slope.

4 d. Defendants failed to comply with the federal and state standards for  
5 the parking space designated for persons with disabilities. Defendants  
6 failed to mark the space with the International Symbol of  
7 Accessibility properly, as it does not contain a blue background.

8 e. Defendants failed to comply with the federal and state standards for  
9 the parking space designated for persons with disabilities. Defendants  
10 failed to provide an access aisle with level surface slope.

11 f. Defendants failed to comply with the federal and state standards for  
12 the parking space designated for persons with disabilities. Defendants  
13 failed to provide a proper ramp for the persons with disabilities as it  
14 intersects with the van accessible aisle.

15 14. These barriers and conditions denied Plaintiff the full and equal access to the  
16 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and  
17 patronize the Business, however, Plaintiff is deterred from visiting the Business because  
18 his knowledge of these violations prevents him from returning until the barriers are  
19 removed.

20 15. Based on the violations, Plaintiff alleges, on information and belief, that  
21 there are additional barriers to accessibility at the Business after further site inspection.  
22 Plaintiff seeks to have all barriers related to his disability remedied. *See Doran v. 7-*  
23 *Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).

24 16. In addition, Plaintiff alleges, on information and belief, that Defendants  
25 knew that particular barriers render the Business inaccessible, violate state and federal  
26 law, and interfere with access for the physically disabled.

27 17. At all relevant times, Defendants had and still have control and dominion  
28 over the conditions at this location and had and still have the financial resources to

1 remove these barriers without much difficulty or expenses to make the Business  
 2 accessible to the physically disabled in compliance with ADDAG and Title 24  
 3 regulations. Defendants have not removed such barriers and have not modified the  
 4 Business to conform to accessibility regulations.

### 5 **FIRST CAUSE OF ACTION**

#### 6 **VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

7 18. Plaintiff incorporates by reference each of the allegations in all prior  
 8 paragraphs in this complaint.

9 19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual  
 10 shall be discriminated against on the basis of disability in the full and equal enjoyment of  
 11 the goods, services, facilities, privileges, advantages, or accommodations of any place of  
 12 public accommodation by any person who owns, leases, or leases to, or operates a place  
 13 of public accommodation. *See* 42 U.S.C. § 12182(a).

14 20. Discrimination, *inter alia*, includes:

- 15 a. A failure to make reasonable modification in policies, practices, or  
 16 procedures, when such modifications are necessary to afford such  
 17 goods, services, facilities, privileges, advantages, or accommodations  
 18 to individuals with disabilities, unless the entity can demonstrate that  
 19 making such modifications would fundamentally alter the nature of  
 20 such goods, services, facilities, privileges, advantages, or  
 21 accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- 22 b. A failure to take such steps as may be necessary to ensure that no  
 23 individual with a disability is excluded, denied services, segregated or  
 24 otherwise treated differently than other individuals because of the  
 25 absence of auxiliary aids and services, unless the entity can  
 26 demonstrate that taking such steps would fundamentally alter the  
 27 nature of the good, service, facility, privilege, advantage, or  
 28

accommodation being offered or would result in an undue burden. 42 U.S.C. § 12182(b)(2)(A)(iii).

c. A failure to remove architectural barriers, and communication barriers that are structural in nature, in existing facilities, and transportation barriers in existing vehicles and rail passenger cars used by an establishment for transporting individuals (not including barriers that can only be removed through the retrofitting of vehicles or rail passenger cars by the installation of a hydraulic or other lift), where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

d. A failure to make alterations in such a manner that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs or to ensure that, to the maximum extent feasible, the path of travel to the altered area and the bathrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities where such alterations to the path or travel or the bathrooms, telephones, and drinking fountains serving the altered area are not disproportionate to the overall alterations in terms of cost and scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be van parking space. 2010 ADA Standards § 208.2.4.

22. Under the ADA, the method and color of marking are to be addressed by State or local laws or regulations. See 36 C.F.R., Part 1191. Under the California

1 Building Code (“CBC”), the parking space identification signs shall include the  
2 International Symbol of Accessibility. Parking identification signs shall be reflectorized  
3 with a minimum area of 70 square inches. Additional language or an additional sign  
4 below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A  
5 parking space identification sign shall be permanently posted immediately adjacent and  
6 visible from each parking space, shall be located with its centerline a maximum of 12  
7 inches from the centerline of the parking space and may be posted on a wall at the  
8 interior end of the parking space. See CBC § 11B-502.6, et seq.

9 23. Moreover, an additional sign shall be posted either in a conspicuous place at  
10 each entrance to an off-street parking facility or immediately adjacent to on-site  
11 accessible parking and visible from each parking space. The additional sign shall not be  
12 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in  
13 letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in  
14 designated accessible spaces not displaying distinguishing placards or special license  
15 plates issued for persons with disabilities will be towed always at the owner’s expense...”  
16 See CBC § 11B-502.8, et seq.

17 24. Here, Defendants, failed to provide the parking space identification sign  
18 with the International Symbol of Accessibility. In addition, Defendants failed to provide  
19 the signs stating “Minimum Fine \$250” and “Van Accessible.” Moreover, Defendants  
20 failed to provide the additional sign with the specific language stating “Unauthorized  
21 vehicles parked in designated accessible spaces not displaying distinguishing placards or  
22 special license plates issued for persons with disabilities will be towed always at the  
23 owner’s expense...”

24 25. For the parking spaces, access aisles shall be marked with a blue painted  
25 borderline around their perimeter. The area within the blue borderlines shall be marked  
26 with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting  
27 with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall  
28 be painted on the surface within each access aisle in white letters a minimum of 12 inches



(305 mm) in height and located to be visible from the adjacent vehicular way. CBC § 11B-502.3.3.

26. Here, Defendants failed to provide a proper access aisle as there were no “NO PARKING” markings painted on the parking surface.

27. The surface of each accessible car and van space shall have surface identification complying with either of the following options: The outline of a profile view of a wheel chair with occupant in white on a blue background a minimum 36” wide by 36” high (914 mm x 914 mm). The centerline of the profile view shall be a maximum of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the length of the parking space and its lower side or corner aligned with the end of the parking space length or by outlining or painting the parking space in blue and outlining on the ground in white or a suitable contrasting color a profile view of a wheel chair with occupant. See CBC § 11B-502.6.4, et seq.

28. Here, Defendants failed to paint the International Symbol of Accessibility on the surface as required as it did not contain the necessary blue background.

29. Under the 1991 Standards, parking spaces and access aisles must be level with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2. Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles shall be part of an accessible route to the building or facility entrance and shall comply with 4.3. Two accessible parking spaces may share a common access aisle. Parked vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.3.

30. Here, the access aisle is not level with the parking spaces. Under the 2010 Standards, access aisles shall be at the same level as the parking spaces they serve. Changes in level are not permitted. 2010 Standards § 502.4. “Access aisles are required to be nearly level in all directions to provide a surface for transfer to and from vehicles.” 2010 Standards § 502.4 Advisory. Id. No more than a 1:48 slope is permitted.



31. The cross slope of ramp surfaces shall be no greater than 1:50. Ramp surfaces shall comply with 4.5. 1991 Standards § 4.8.6. Ramps and landings with drop-offs shall have curbs, walls, railings, or projecting surfaces that prevent people from slipping off the ramp. Curbs shall be a minimum of 2 in (50 mm) high. 1991 Standards § 4.8.7. Outdoor ramps and their approaches shall be designed so that water will not accumulate on walking surfaces. 1991 Standards § 4.8.8. Ground and floor surfaces along accessible routes and in accessible rooms and spaces including floors, walks, ramps, stairs, and curb ramps, shall be stable, firm, slip-resistant, and shall comply with 4.5. 1991 Standards § 4.5.1.3.

32. Here, Defendants failed to provide a compliant ramp for the access aisle.

33. A public accommodation shall maintain in operable working condition those features of facilities and equipment that are required to be readily accessible to and usable by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

34. By failing to maintain the facility to be readily accessible and usable by Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related regulations.

35. The Business has denied and continues to deny full and equal access to Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be discriminated against due to the lack of accessible facilities, and therefore, seeks injunctive relief to alter facilities to make such facilities readily accessible to and usable by individuals with disabilities.

## **SECOND CAUSE OF ACTION**

### **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

36. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

37. California Civil Code § 51 states, "All persons within the jurisdiction of this state are free and equal, and no matter what their sex, race, color, religion, ancestry, national origin, disability, medical condition, genetic information, marital status, sexual

orientation, citizenship, primary language, or immigration status are entitled to the full and equal accommodations, advantages, facilities, privileges, or services in all business establishments of every kind whatsoever.”

38. California Civil Code § 52 states, “Whoever denies, aids or incites a denial, or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable for each and every offense for the actual damages, and any amount that may be determined by a jury, or a court sitting without a jury, up to a maximum of three times the amount of actual damage but in no case less than four thousand dollars (\$4,000) and any attorney’s fees that may be determined by the court in addition thereto, suffered by any person denied the rights provided in Section 51, 51.5, or 51.6.

39. California Civil Code § 51(f) specifies, “a violation of the right of any individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336) shall also constitute a violation of this section.”

40. The actions and omissions of Defendants alleged herein constitute a denial of full and equal accommodation, advantages, facilities, privileges, or services by physically disabled persons within the meaning of California Civil Code §§ 51 and 52. Defendants have discriminated against Plaintiff in violation of California Civil Code §§ 51 and 52.

41. The violations of the Unruh Civil Rights Act caused Plaintiff to experience difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory damages as specified in California Civil Code §55.56(a)-(c).

### **THIRD CAUSE OF ACTION**

#### **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

42. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

43. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be entitled to full and equal access, as other members of the general public, to accommodations, advantages, facilities, medical facilities, including hospitals, clinics,

1 and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles,  
2 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes  
3 of transportation (whether private, public, franchised, licensed, contracted, or otherwise  
4 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,  
5 places of public accommodations, amusement, or resort, and other places in which the  
6 general public is invited, subject only to the conditions and limitations established by  
7 law, or state or federal regulation, and applicable alike to all persons.

8 44. California Civil Code § 54.3(a) states, "Any person or persons, firm or  
9 corporation who denies or interferes with admittance to or enjoyment of public facilities  
10 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an  
11 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for  
12 the actual damages, and any amount as may be determined by a jury, or a court sitting  
13 without a jury, up to a maximum of three times the amount of actual damages but in no  
14 case less than one thousand dollars (\$1,000) and any attorney's fees that may be  
15 determined by the court in addition thereto, suffered by any person denied the rights  
16 provided in Section 54, 54.1, and 54.2.

17 45. California Civil Code § 54(d) specifies, "a violation of the right of an  
18 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also  
19 constitute a violation of this section, and nothing in this section shall be construed to limit  
20 the access of any person in violation of that act.

21 46. The actions and omissions of Defendants alleged herein constitute a denial  
22 of full and equal accommodation, advantages, and facilities by physically disabled  
23 persons within the meaning of California Civil Code § 54. Defendants have  
24 discriminated against Plaintiff in violation of California Civil Code § 54.

25 47. The violations of the California Disabled Persons Act caused Plaintiff to  
26 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for  
27 statutory damages as specified in California Civil Code §55.56(a)-(c).  
28

**FOURTH CAUSE OF ACTION**

**CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

48. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

49. Plaintiff and other similar physically disabled persons who require the use of a wheelchair are unable to use public facilities on a “full and equal” basis unless each such facility is in compliance with the provisions of California Health & Safety Code § 19955 et seq. Plaintiff is a member of the public whose rights are protected by the provisions of California Health & Safety Code § 19955 et seq.

50. The purpose of California Health & Safety Code § 1995 et seq. is to ensure that public accommodations or facilities constructed in this state with private funds adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of Title 1 of the Government Code. The code relating to such public accommodations also require that “when sanitary facilities are made available for the public, clients, or employees in these stations, centers, or buildings, they shall be made available for persons with disabilities.

51. Title II of the ADA holds as a “general rule” that no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of goods (or use), services, facilities, privileges, and accommodations offered by any person who owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a). Further, each and every violation of the ADA also constitutes a separate and distinct violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an award of damages and injunctive relief pursuant to California law, including but not limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

**FIFTH CAUSE OF ACTION**

**NEGLIGENCE**

52. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

53. Defendants have a general duty and a duty under the ADA, Unruh Civil Rights Act and California Disabled Persons Act to provide safe and accessible facilities to the Plaintiff.

54. Defendants breached their duty of care by violating the provisions of ADA, Unruh Civil Rights Act and California Disabled Persons Act.

55. As a direct and proximate result of Defendants' negligent conduct, Plaintiff has suffered damages.

**PRAYER FOR RELIEF**

WHEREFORE, Plaintiff respectfully prays for relief and judgment against Defendants as follows:

1. For preliminary and permanent injunction directing Defendants to comply with the Americans with Disability Act and the Unruh Civil Rights Act;

2. Award of all appropriate damages, including but not limited to statutory damages, general damages and treble damages in amounts, according to proof;

3. Award of all reasonable restitution for Defendants' unfair competition practices;

4. Reasonable attorney's fees, litigation expenses, and costs of suit in this action;

5. Prejudgment interest pursuant to California Civil Code § 3291; and

6. Such other and further relief as the Court deems just and proper.

**DEMAND FOR TRIAL BY JURY**

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: June 19, 2023

SO. CAL. EQUAL ACCESS GROUP

By: /s/ Jason J. Kim  
Jason J. Kim, Esq.  
Attorneys for Plaintiff